



## **HOUSEPERSON POSITION DESCRIPTION**

We are currently seeking Part and Full-Time House persons staff to join our expanding Hotel and Spa, offering a competitive wage from \$15.00 - \$17.50/hour in the beautiful town of Niagara-on-the-Lake.

### **Why Us?**

It is an exciting time to join our Family at 124 on Queen Hotel & Spa as we have entered a long-awaited expansion. This will increase our guestroom numbers and completely transform our property and public spaces. As one of the top ranked Hotels in Niagara-on-the-Lake we are excited to further enhance our Hotel and Spa to be a truly luxurious location for our Guests and Team.

Our employee company goal is to provide you with a family work atmosphere where we have fun while providing an exceptional guest experience.

***Hours:*** Full & Part-time positions available

***Salary Range:*** \$15.00 - \$17.50/hour

### **Position Summary:**

Responsible for assisting with daily Housekeeping tasks, laundry pickup and drop offs, cleaning of common areas, and assisting the Housekeeping and Engineering departments where needed.

### **Primary Responsibilities:**

- Provide personalized and exceptional guest service at every given opportunity.
- Assist the Housekeepers to strip and stock their vacant rooms as well as carrying their supplies.
- Ensure all laundry bags go from guest areas to pick up locations.
- Stock all housekeeping supply areas daily.
- Put away any orders received during shift.
- Assist in the care of incoming and outgoing laundry.

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- Empty garbage's from all areas during shift.
- Assist in the Room Attendant position if needed/requested.
- Respond to Guest requests or needs. Offer engineering relief when you can.
- Assisting with guest shuttles only if requested by Front Desk when they are busy.
- Having a thorough knowledge of [124 on Queen Hotel and Spa](#) Standards and Policies, products and services.
- Being team oriented, as your help may be required in all other departments.
- Assessing guests' individual needs and meeting them in a timely and professional manner.
- All other duties assigned by management.

### **Professional Requirements:**

- Grade 12 is recommended.
- Second language is an asset.
- Hospitality experience is considered an asset.
- Good interpersonal skills and public relations.
- Self-motivated.
- Able to work unsupervised.
- Must be flexible for various shifts including days, evenings, weekends and holidays.
- Good organizational skills.
- Must comply with all Health & Safety guidelines.
- Eye for exceptional attention to details.
- Excellent hygiene is a necessity and standard.
- Excellent communication skills/educate.
- WHMIS, CPR, First Aid training and Smart Serve would be considered an asset.
- Clear Drivers Abstract and over 25 years for using company shuttle van.
- Police Clearance.

### **Personal Attributes:**

- Ability to handle guest interaction.
- Punctual, dependable and flexible.
- Positive, happy and outgoing attitude.
- Good physical condition.
- Confidence in selling all our products and services.
- Desire to help meet goals and budgets of the department.
- Ethical and honest.
- Team oriented.

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**Physical Requirements:**

- Must be able to lift 50-75+lbs.
- Must be able push, pull, carry and twist with heavy objects and linens.
- Walking and stair climbing while lifting and standing over extended periods of time.
- Exceptional physical condition.
- Meet stressful deadlines.

**Additional Employee Incentives:**

***Be a part of an expanding family Team!***

***Flexible Shifts***

***Spa Discounts***

***Anniversary Accommodation***

***Paid Uniforms***

***Higher Wage Scale***

While we invite any and all applications, however only those selected for an interview will be contacted.

